

Hi, I would like a few words to say. First of all about placing a vrs relay calls is extremly annoy because, I placed a call and not any Relay answered it. So I hung it up and wait till they call back but evidently it didn't work just simply because it took several days for relay to call back and it was too late for that now. Secondly I like Sorenson VRS because it's easier to communicate one another and it's also faster and easy to understand each other. That's the part I like the best but except when placing a relay call it took forever to get them answer right away! So I'm still happy with the Sorenson VRS and I'm sure that the Sorenson will do a better job later by expanding more Relays and maybe end of the year or so will boost to alot of customer statisfaction. It is not just only simply because of the Vrs that we can chat with friends to friends. It's important to have those item to get thru relay and make calls out to anywhere to help alot of deaf and hard of hearing people for their needs of communication through relay. I hope someday maybe that it wouldn't take much longer to get more relay in different location areas and it would really helps us alot when placing a VRS Relay calls and that's my only complaint was it has taken them few days to finally answer my calls and secondly it was already too late so that's my complaint but other than that everything that I have right now is I'm statsified and no longer uses the TTY or TDD whatever you call it. Sorenson VRS is a better technology and it works GREAT ! Thank you .... Thomas L. Grunert